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**JIS Q 9024** : 2003

**Performance improvement of  
management systems—  
Guidelines for procedures and  
methodology for continual  
improvement**

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## **Foreword**

This translation has been made based on the original Japanese Industrial Standard established by the Minister of Economy, Trade and Industry through deliberations at the Japanese Industrial Standards Committee in accordance with the Industrial Standardization Law:

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In the event of any doubts arising as to the contents,  
the original JIS is to be the final authority.

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# Performance improvement of management systems— Guidelines for procedures and methodology for continual improvement

## 0 Introduction

**0.1 General** For an organisation to fulfill its mission, maintain competitiveness and realise sustainable growth, it is necessary to enhance the significance of its existence by gaining satisfaction of customers and other interested parties in the value of the products that the organisation offers. For that purpose, the organisation must adapt swiftly to changes in the environment, enhance overall performances both effectively and efficiently, and create high customer value in response to needs and expectations of customers and other interested parties.

Continual enhancement of the ability to meet requirements in response to changes in environment and diversification of customer needs is vitally important. Growth in differential product development inevitably requires the need to enhance the capability that makes this possible. Hence, the importance of methodology for enhancing this capability is rising.

The methodology for enhancing the capability to adapt swiftly to changes in the environment and to satisfy the needs and expectations of customers and other interested parties affect:

- Customer satisfaction,
- Simultaneous improvement of quality, cost and cycle time, and
- Performance improvement such as earnings and market share.

**0.2 Consistency with other standards** This Standard has been prepared to be used independently of **JIS Q 9023** and **JIS Q 9025**. However, it may be used in complementary form as harmonised standards. Also, this Standard has been developed in consideration of the use as supporting technique pertaining to items described in **TR Q 0005** and **TR Q 0006**.

**0.3 Relationship with JIS Q 9000 (ISO 9000) family** This Standard has been prepared in consideration of the use as supporting technique for effective and efficient management system administration and operation by an organisation based on **JIS Q 9001 (ISO 9001)** and **JIS Q 9004 (ISO 9004)**.

**0.4 Compatibility with other management systems** This Standard has not been prepared as supporting technique specifically for environmental management, occupational health and safety management, financial management, risk management or other management systems. However, it may be applicable to any organisation as methodology to support performance improvement of related management systems.